



Hannells & Hannells Lettings | Complaints Procedure

We are a member of The Property Ombudsman and aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have put in place a set process by which any raised complaints are handled.

If you would like to submit a formal complaint to Hannells, please follow the steps outlined below:

- 1) In order your concerns are addressed as effectively as possible we ask that you first raise them verbally with the Branch Manager of the Hannells office concerned.
- 2) If your complaint is not satisfied, you can escalate your complaint by writing to the relevant Area Manager. The Branch Manager will supply you with their name and contact details. We will endeavour to acknowledge your written complaint within 24 hours of its receipt but in any event, we will acknowledge it within 3 working days and an investigation will be undertaken. A formal written response will be sent to you within 15 working days.
- 3) If you remain dissatisfied, you can further escalate your complaint to our Managing Director. Your letter will be acknowledged within 3 working days of receipt and a full review of your complaint will be undertaken, including how it has been handled to date, which may include further investigations into the background of your concerns.

We will write to you within 15 working days of receipt of your complaint, confirming our final viewpoint on the matter. It will also advise you that you are entitled if you remain dissatisfied to refer the matter to The Property Ombudsman within 12 months for a review.

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints be addressed through our in-house complaints procedure and will not consider your complaint until our internal complaint procedure has been exhausted.



Follow us on

  **Hannells Estate Agents**

hannells.co.uk | enquiries@hannells.co.uk

Opening Hours

Mon - Fri: 09:00am - 17:30pm
Sat: 09:00am - 16:00pm
Sun: Closed

